

# 1990

## CHF ANNUAL GENERAL MEETING INFORMATION & WORKSHOP REGISTRATION

## ASSEMBLEE GENERALE ANNUELLE INFORMATION ET INSCRIPTION AUX ATELIERS

PARTICIPANTS' PACKAGE  
MATERIEL  
POUR LES PARTICIPANTS

MAY 29-JUNE 3  
29 MAI-3 JUIN

CO-OPS AND COMMUNITIES-  
WORKING TOGETHER

LES COOPS ET LES COMMUNAUTES-  
AU TRAVAIL ENSEMBLE





# Welcome/Bienvenue

**W**e are pleased to have received your registration for our Annual General Meeting and Member Education Forum. We are looking forward to another gathering of co-op housing members from across Canada to meet and share ideas about the future of the co-operative housing movement.

This booklet is the participants' workshop information and registration package. In it, you will find information to better enable you to prepare yourself for the meeting. Included in this package are detailed descriptions of the workshops being offered through Member Education Forum '90. Please read them carefully. You will find that there are many varied workshops ideally suited for the specific needs of co-op members.

There is a registration form with this package as well, which is to be used to register for the workshops that you wish to attend, as well as the Staff Development Conference, special needs, tours, extra meals and banquet tickets, child care and more. We need to have this form returned to the CHF office as soon as possible in order to have adequate time to properly prepare for your arrival, so we will be waiting to receive it shortly.

At this point, your hotel and flight reservations have hopefully been booked, using the hotel reservations form enclosed in the first mail-out, as well as using the number for CUMIS Travel, our official travel agency, which is provided again in this package. If you have not yet made these arrangements, now is the time to do it!

Once you have taken care of these details, there is still much to do before the meeting itself. There are delegates meetings being held in your region to discuss resolutions and answer any questions you may have about CHF. The resolutions package will be mailed to your co-op at a later date. If you have any questions, please contact your local federation or regional board member.

**N**ous sommes heureux d'avoir reçu votre formulaire d'inscription pour notre Assemblée générale annuelle et notre Forum sur la formation des membres qui doivent avoir lieu en mai. Nous attendons avec impatience cet autre rassemblement des membres de l'habitation coopérative du pays tout entier venus partager leurs idées au sujet de l'avenir du mouvement de l'habitation coopérative.

Cet envoi vise l'inscription des participant(e)s aux ateliers. Vous y trouverez des renseignements qui vous permettront de mieux vous préparer. Vous y trouverez aussi des descriptions détaillées des ateliers qui seront offerts dans le cadre du Forum sur la formation des membres 90. Veuillez les lire attentivement. Vous vous rendrez compte que nous avons organisé de nombreux ateliers qui répondent parfaitement aux besoins précis des membres des coopératives.

Vous trouverez également un formulaire d'inscription pour vous inscrire aux ateliers auxquels vous souhaitez participer, ainsi que pour la Conférence sur le perfectionnement des employé(e)s, les besoins particuliers, les visites, les billets pour le banquet et les repas supplémentaires, les services de garde d'enfants et plus encore. Veuillez nous retourner ce formulaire le plus rapidement possible afin que nous puissions nous préparer adéquatement à vous accueillir.

Nous espérons que vous avez déjà réservé votre vol et votre chambre d'hôtel en vous servant du formulaire de réservation d'hôtel qui faisait partie du premier envoi, ainsi que du numéro de CUMIS Travel, notre agence de voyages officielle. Si vous ne l'avez pas encore fait, ne tardez plus!

Lorsque vous vous serez occupé de tous ces détails, il restera encore beaucoup à faire avant la réunion elle-même. Des réunions de délégué(e)s seront organisées dans votre région pour discuter des résolutions et répondre aux questions que vous pourriez avoir concernant la Fédération canadienne. Les résolutions parviendront à votre coopérative ultérieurement. Si vous avez des questions, n'hésitez pas à communiquer avec votre fédération locale ou avec le membre du conseil d'administration de votre région.

Veuillez lire soigneusement les renseignements qui suivent et les apporter avec vous à la réunion, avec votre tee-shirt et vos photographies, évidemment! Un troisième envoi vous parviendra avant votre départ. Si vous avez des questions après avoir lu soigneusement les renseignements qui suivent, n'hésitez pas à nous appeler.

*(Vous trouverez de plus amples renseignements en français dans les pages identifiées par une bande en bas de page)*





# AGM Activities/Information

## SIMULTANEOUS TRANSLATION

With assistance from the Secretary of State, the business portion of the meeting will have simultaneous translation in english and french. All business meeting materials will be available in both languages as well.

## DELEGATES MEETINGS

Don't forget that there will be delegate's meetings held in your area over the next several months. These regional meetings are being organized by CHF volunteer committee members with the help of your local federation or association. The delegates meetings are the key to successful Annual General Meetings. Participation and decision-making is enhanced by attending these regional meetings, where delegates familiarize themselves with the issues through dialogue and discussions with other delegates. For more information, please consult with your local federation or regional Board member - their names and telephone numbers were listed in the first package.

## NOMINATIONS

Nominations for positions on the Board of Directors can be received ahead of time, or made from the floor of the meeting. If a member in good standing wishes to run for a position on the Board, they should send their name in writing to:

CHF Nominations Committee,  
275 Bank St., Ste. 202,  
Ottawa, Ont., K2P 2L6.



All candidates wishing to have their resume and picture published for distribution during the registration at the AGM should send their resume and picture by May 1, 1990.

The following positions are open for election at this year's Annual Meeting:

### • Regional Directors

Newfoundland/Labrador  
New Brunswick  
Ontario  
Manitoba  
BC/Yukon  
One At-Large position

### • Finance Committee

One position

## REGIONAL CAUCUSES

Each year, regional groups wish to get together and caucus on issues that are being discussed at the AGM. Rooms will be designated for regional groups to get together at various free times during the meeting. Please consult with the AGM office upon your arrival.

## HOTEL RESERVATIONS

If you have not already done so, NOW is the time to book your hotel and flight reservations for the AGM. There was a hotel reservations form enclosed with the first AGM package - if you have not mailed it to the hotel, please send it as soon as possible. This will enable you to take advantage of any available lower priced fares, and ensures you of a hotel room! Please indicate first, second and third choice of hotels, so that in the event that your first choice hotel is booked, they will forward your request onto your second choice hotel **if it is indicated**.

If you plan to arrive after 6:00 p.m., don't forget to send in the cost of one night's accommodation when you send in your reservation in order to guarantee your room. The hotel will also accept a guarantee with a credit card number. So don't delay! The hotels are holding blocks of rooms for us until

sixty days before the meeting, so if your room isn't booked by then, unfortunately you will have to find other available accommodation.

Your flight should also be booked by now. If you would like any assistance, or would like further information on flights to the Annual Meeting, the CUMIS number within Ontario is 1-800-263-5241, and collect from outside Ontario at (416) 336-8200.

## SPECIAL NEEDS

Please indicate on the enclosed registration form if you are in need of any special assistance at the annual meeting. If you have questions regarding any special needs that you might have, please contact Linda Stephenson at the CHF office.

## MEALS

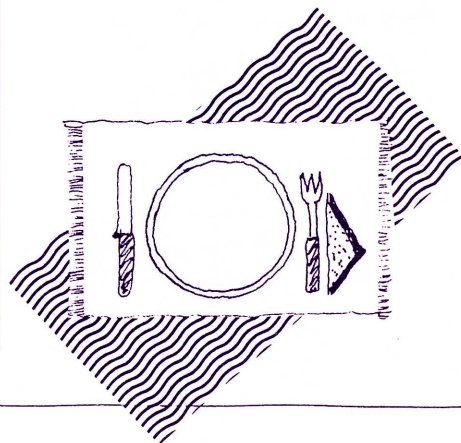
As there are different options available this year, the following are the meals included in the different packages:

### • Package 1 -

#### Full Registration

Muffins - Sunday only  
Dinner - Saturday only

There will be no organized lunch on Friday, however there are nearby restaurants. There is an optional lunch being offered on Saturday. If you would like to participate in this organized lunch, please check the appropriate spot on the registration form and enclose the correct amount of money, and we will hold a





# AGM Activities/Information

spot for you for lunch on Saturday. Tickets will be on sale on-site on Wednesday and Thursday at the bookstore.

If Staff have selected to attend the Staff Development Conference, supper on Wednesday is included.

## • Package 2 Individual Workshops

There are no organized lunches available for those participants attending only individual workshops. They may, however, take advantage of the surrounding restaurants.

## • Package 3 Staff Conference Only Supper - Wednesday evening

★ *The dinner/dance is included in the full registration package*

## ➡ EXTRA MEALS

Due to the fact that there will be no lunches provided this year, those participants accompanied by adults or children not attending daycare will be responsible for making their own meal arrangements. Tickets for the optional lunch on Saturday will be available for sale on-site on Wednesday and Thursday in the bookstore. Other children will be served their meals in the daycare.

## ➡ DINNER/DANCE

Please indicate on your registration form if you require an extra ticket. If you purchase your ticket now, or at the conference itself, the cost per ticket will be \$35.00.

## ➡ VEGETARIAN MEALS

Special consideration will be given to those participants who require vegetarian meals. The menu will also be made available ahead of the conference so that you may analyze the food available. Our experience dictates that it is unsafe to assume that various chefs understand the real meaning of "vegetarian". If you are concerned about the type of food, please take the necessary precautions.



## FLIGHT INFORMATION

Please indicate on your registration form at which time you will be arriving in Edmonton. There is an airport bus which will go to the major downtown hotels.



## CHILD CARE

CHF policy provides for Daycare services to be made available to members attending the Annual Meeting during the business hours of the meeting. Please indicate on the enclosed registration form whether you need Daycare services and the number of children you will bring.

### Hours:

Thursday	8:30 a.m. to 5:30 p.m.
Friday	8:30 a.m. to 5:30 p.m.
Saturday	8:30 a.m. to 5:30 p.m.
Sunday	8:30 a.m. to 1:00 p.m. (or until the end of the meeting)



## BABYSITTING

Babysitting services are not provided during the meeting. However, as a service to members attending the Annual Meeting, local volunteers will provide you with the names of reliable babysitters who may come and babysit for you for the evening functions. The babysitters will come to your room at the hotel, and you will be responsible for paying them, as well as their cab ride home after the evening.



## CANCELLATION POLICY

Cancellations received after the cancellation deadline of April 30, 1990 will be subject to a cancellation fee of \$75.00 which will be retained from the registration fee. There is no charge for a change of participants. Please ensure proper signing authority when changing your delegates.



## FIFTH ANNUAL BOOKSTORE

The bookstore again this year will be selling books, papers etc. on co-operatives: their history, philosophy, principles, and development and their successful management. Come in to

buy, browse and learn something new about the co-operative sector!



## DISPLAYS

There will again be an area set aside for displays this year - however, there are a limited number and they will be made available on a first come, first served basis. Members of housing co-operatives or federations, and affiliated organizations, wishing to set up a small display area should contact Ingrid Larson at (613) 238-4644 as soon as possible. We will try to accommodate you the best we can.



## SIGHTSEEING TOURS

There are two sightseeing and housing co-op tours again this year. The tour before the conference will focus on points of interest for your future exploration. The tour after the conference will also feature a visit with a housing co-op. There will be stops along the way - so bring your camera. The cost per tour is \$8.00 - please enclose a cheque for this amount with your workshop registration form.



## PRE- AND POST-CONFERENCE TOURS

The pre- and post-conference tours were announced in the initial registration package which was mailed directly to the housing co-ops. Please contact your co-op office for this information. It will be needed in order to book your flights if you have chosen to take one of the tours.



## EDMONTON NIGHT

The planning for this evening is well underway, and it promises to be a fun event! Bring your dancing shoes and plan to have a great time.



## CONTESTS

As mentioned in the last package, the annual T-Shirt Contest and photo contest will again be offered this year! More information regarding guidelines for submissions will be forthcoming in the next package.



# AGM Agenda

## Tuesday, May 29th

9:00 a.m. - 5:00 p.m.  
6:00 p.m. - 9:00 p.m.  
9:00 p.m.

Board of Directors meeting  
*Staff Conference Opening Plenary*  
*Staff Conference Social*

## Wednesday, May 30th

8:30 a.m.  
9:00 a.m. - 5:00 p.m.  
10:00 a.m. - 12:00 noon  
12:00 noon - 2:00 p.m.  
2:00 p.m. - 5:00 p.m.  
2:30 p.m.  
6:00 p.m. - 7:00 p.m.  
8:00 p.m.  
7:00 p.m. - 9:00 p.m.

AGM and *Staff Conference* Registration opens  
Board of Directors meeting  
*Staff Conference Workshops*  
Free Time (Lunch)  
*Staff Conference Workshops continue*  
Sightseeing and Co-op Tour  
*Staff Conference Dinner*  
Welcoming Reception  
*Staff Conference Plenary*

## Thursday, May 31st

8:00 a.m.  
9:00 a.m. - 9:30 a.m.  
9:30 a.m. - 11:00 a.m.  
11:00 a.m. - 12:30 p.m.  
12:30 p.m. - 2:00 p.m.  
2:00 p.m. - 5:00 p.m.  
  
6:30 p.m.  
7:00 p.m.  
8:00 p.m.

AGM Registration continues  
Opening Ceremonies (Welcome from Edmonton)  
Introductory Workshops  
Opening Ceremonies (continued)  
Free Time (Lunch)  
*Staff Conference Workshops continue*  
Member Education Forum workshops begin  
Bars open prior to Edmonton night  
AGM Registration desk closes  
Edmonton Night begins

## Friday, June 1st

8:30 a.m.  
9:00 a.m. - 11:15  
9:00 a.m. - 12:00 noon  
11:15 a.m. - 11:45 a.m.  
12:00 noon  
2:00 p.m. - 5:00 p.m.  
Evening

AGM Registration Desk opens  
*Staff Conference workshops continue*  
Member Education Forum workshops continue  
*Staff Conference Closing Plenary*  
Free Time (Lunch)  
Member Education Forum workshops continue  
Free Evening (West Edmonton Mall trip, Pub Crawl, etc.)

## Saturday, June 2nd

9:00 a.m.  
12:00 p.m. - 2:00 p.m.  
2:00 p.m.  
5:30 p.m.  
7:00 p.m.  
7:30 p.m.

Business Meeting Opens  
Lunch  
Business Meeting continues  
Business Meeting ends  
Cash Bar Opens (Cocktails)  
Dinner/Dance

## Sunday, June 3rd

9:00 a.m.  
1:00 p.m.  
2:30 p.m.

Business Meeting continues  
Business Meeting ends  
Housing Co-op and Sightseeing tour

## Monday, June 4th

9:00 a.m. - 5:00 p.m.

Board of Directors meeting



# Member Education Forum '90

The 1990 Member Education Forum will take place on Thursday, May 31 and Friday June 1st. These two days prior to the beginning of the business meeting will be devoted to meeting your educational needs and interests.

The Forum will offer the meeting participants a selection of workshops which should appeal to any level of knowledge and skills. Skills development workshops, co-op housing issues and information sharing workshops will be featured.

The workshop leaders are trained and experienced instructors working with CHF, federations, or resource groups from numerous regions of the country. As well, some local leaders have been invited who have specialized knowledge or professional expertise.

## TYPES OF WORKSHOPS

The workshop descriptions are listed by category which should help you in choosing topics which interest you. Please note the time of the workshop since most workshops are not offered in every period.

### Introductory Workshops:

These will be offered on Thursday morning before the main part of the Forum begins. These workshops will provide you with knowledge that will enable you to participate in the meeting. Two introductory workshops will be offered: one will be a general session on CHF and the other will deal specifically with CHF finances. First time participants are encouraged to take advantage of one of these workshops.

### Theme Workshops:

The theme for this year's AGM is "CO-OPS AND COMMUNITIES — WORKING TOGETHER." A number of workshops will be offered to allow people to explore the theme of the meeting. Each theme workshop will deal with a different facet of community within housing co-ops.

### Sector Issues Workshops:

Three sector issues have been identified by CHF for discussion this year:

- 1) Land Trusts
- 2) Revenue Generation
- 3) Co-op Housing Program Evaluation

Workshops for each sector issue will be offered in every time period.

*The Revenue Generation Task Force* will lead the workshops in Revenue Generation and the workshops on the Evaluation of the Co-op Housing Program will be led by the *Program Evaluation Task Force*. Because these sector issues are those which are so important to the future of the co-op housing movement in Canada, it is recommended that each delegate attend at least one sector issues workshop.

### Skills Workshops:

If your co-op expects you to come back with some specific information which can be used in day-to-day operations, skills workshops are recommended. Professional instructors and contact with members of co-ops from other regions of Canada will enhance your advances in knowledge.

### Full Day Workshops:

Workshops designed for a full day session will be given on Friday. These workshops will begin at 9 am and end at 5 pm with a two hour lunch break. If you register for a full day workshop, be sure to mark both time periods on your registration form.

### Special Issues Workshops:

The CHF Member Education Forum is just the occasion for those with special interests to find other co-operators who are eager to exchange ideas. Very often in the day-to-day operation of a co-op there is little time to learn more about special issues such as education, co-operatives in developing countries, human rights and current social issues as they relate to housing co-ops. The Special Issues Workshops will provide this opportunity for Forum participants.

## WORKSHOP REGISTRATION

Registration for all workshops will take place in advance of the meeting. Each workshop has a registration number. A chronological list or workshop time period is also included. To register, find the workshops of your choice in the descriptions, cross-check the times on the chronological list and transfer your choice to the enclosed registration form. Please indicate a second choice just in case the workshop of your choice is full.

### Register early...

*Workshop confirmation is on a first-come, first-serve basis. If you are interested in a particular workshop be sure to register early. CHF will try to honour your first choice; however, if there is no room left in a workshop, you will be registered in your second-choice workshop.*





# Member Education Forum '90

## Workshop Timetable

### Thursday May 31

**9:30 - 11:00 a.m.**

#### INTRODUCTORY WORKSHOPS

- A. CHF - General Introduction
- B. Introduction to CHF Finances

**2:00 - 5:00 p.m.**

- #1 Land Trusts and Land Development
- #2 Revenue Generation
- #3 Program Evaluation
- #5 Why Vote - Everyone agrees!!
- #8 Board Basics
- #9 For a More Decisive Board of Directors
- #11 Computerizing the Co-op Office
- #17 Budgeting Process
- #20 Overview of the 56.1 Program
- #22 Understanding the Basics of ILM Co-ops
- #26 Put It Down to Experience: The Basics of Maintenance
- #29 Replacement Reserve Planning
- #30 How to Hire A Contractor
- #31 Construction Deficiencies and Litigation
- #32 Co-op Housing: The Past, The Present and The Future
- #35 A/V Workshop
- #37 Social Audit
- #39 Human Rights in Housing Co-operatives
- #41 Canada and AIDS in the 1990's

### Friday June 1

**9:00 - 12:00 Noon**

- #1 Land Trusts and Land Development
- #2 Revenue Generation
- #3 Program Evaluation
- #4 Dealing with Mental Illness in a Co-op Community
- #6 Is Democracy Enough? Minority Interest in a Housing Co-op
- #10 Running Effective Meetings
- #12 For More Effective Committees
- #13 Hiring and Using Consultants
- #18 Understanding Your Co-op's Financial Statements
- #21 Administering 56.1 Subsidies
- #23 Investment Fundamentals for Housing Co-ops
- #34 Shaking the Rafters of the Educational Establishment
- #38 Co-op Youth Committees
- #42 Conflict in Housing Co-operatives Including Star Power (Full Day)
- #43 Unlearning Racism & Alliance Building (Full Day)
- #44 Membership Process (Full Day)
- #45 Peace Keeping in Your Neighborhood through Mediation (Full Day)
- #46 Financial Management (Full Day)
- #47 Developing Community Within a Housing Co-op (full day)

### Friday June 1

**2:00 - 5:00 pm**

- #1 Land Trusts and Land Development
- #2 Revenue Generation
- #3 Program Evaluation
- #7 Co-op Living for Dependent Adults
- #14 Administration and Property Management via Computer
- #15 Interviewing Techniques
- #16 Membership Development
- #19 Preparing for an Annual Audit
- #22 Understanding the Basics of ILM Co-ops
- #24 Investment Strategies for Federations
- #25 What do You Do When Your Co-op Needs More Money than it Has...
- #27 The Top Five Factors for a Successful Work Party
- #28 Building Maintenance Organization
- #33 Co-op Resource Materials
- #36 African Voices: Women and Housing Co-ops in Eastern Africa
- #40 Experiential Stress Management
- #42 Conflict in Housing Co-operatives including Star Power (Half or Full Day)
- #43 Unlearning Racism & Alliance Building (Full Day)
- #44 Membership Process (Full Day)
- #45 Peace Keeping in Your Neighborhood Through Mediation (Full Day)
- #46 Financial Management (Full Day)
- #47 Developing Community Within a Housing Co-op (full day)

*Information on workshops offered in French, including Introductory Workshops and Issues Workshops, will be forthcoming. Inquiries should be directed to the CHF office.*

*Nous aurons, sous peu, plus de détails sur les ateliers qui seront offerts en français y compris les ateliers d'introduction et ceux portant sur des questions en particulier. Veuillez communiquer avec la Fédération pour de plus amples renseignements.*



# Member Education Forum '90

## INTRODUCTORY WORKSHOPS

### A) CHF - General

Time:

Tuesday 9:30 a.m. - 11:00 a.m.

Introductory workshops will be offered Thursday morning from 9:00 - 10:30 a.m. Their purpose is to introduce participants to CHF and the business of the meeting. They will be led by committee and board members and will include information on AGM logistics, meeting procedures and an orientation to CHF. First-time participants are strongly encouraged to register for these workshops as well as past participants who would like to get re-acquainted with other delegates in an informal setting before the meeting begins.

### B) CHF - Finance

Time: Thursday 9:30 - 11:00 a.m.

The Finance Committee has committed itself to raising the awareness of CHF's members regarding its ongoing financial affairs. At the AGM delegates need as much data as possible to make informed financial decisions. The Finance Committee requests that each caucus send at least one of its delegates to this workshop so they can be updated on budgeting, our current financial position and future planning. It is hoped that this workshop will provide an overview as well as the details of assumptions used to project ahead, the volatility of our financial situation and some suggestions for stabilization in the future. All members of the Finance Committee will be present. Bring your financial package with you.

**Leaders:** CHF Finance Committee - Ken McFarland, Gail Church, Vivian Campbell and Penelope Winter.



## SECTOR ISSUES WORKSHOPS

### 1 Land Trusts and Land Development

Time:

Thursday 2 p.m. - 5 p.m.

Friday 9 a.m. - 12 noon

Friday 2 p.m. - 5 p.m.

In March 1989, the CHF Board struck a Land Trust and Land Development Task Force to:

- Propose guidelines for the establishment, structure and management of Land Trusts within the co-op housing sector;
- Identify and suggest appropriate responses to issues arising from the development of land and the appreciation of land values; and
- Suggest methods which could be implemented to prevent the privatization of co-operative housing assets.

While the process for consulting CHF members on these issues has not been established at this time, these workshops will be an opportunity for the Task Force to report on its discussions and solicit input from members on the many important issues around land trusts and land development activities.

### 2 Revenue Generation

Times:

Thursday 2 p.m. - 5 p.m.

Friday 9 a.m. - 12 noon

Friday 2 p.m. - 5 p.m.

The 1989 AGM resolved to form a Task Force to look at alternative methods to raise money for our sector. The Task Force started to meet early in 1990 and will want to update workshop participants on their findings and listen to new ideas. This workshop will focus on benefits for housing co-ops and federations. The workshop leaders will be members of the Task Force.

### 3 Program Evaluation

Time:

Thursday 2 p.m. - 5 p.m.

Friday 9 a.m. - 12 noon

Friday 2 p.m. - 5 p.m.

The workshop will focus on the evaluation of the federal co-op housing program and consider its implications on the future of co-op housing. It will go over the results of the general survey carried out by CHF last summer on the movements objectives. It will also preview CMHC's evaluation of the program. It will finally consider appropriate actions to be taken in view of the overall situation.

## THEME WORKSHOPS

*Co-ops and Communities  
Working Together*

### 4 Dealing with Mental Illness in a Co-op Community

Time: Friday 9 a.m. - 12 noon

Do you have member families in your co-op who suffer from mental illness? Did you know that one in a hundred people have schizophrenia? Bipolar or "manic depressive" illnesses are very common also. Even if you are not aware of it there probably are ill people in your community. Do you know where and how to seek information about these conditions?

Are we, as co-operators, educated about people in these unfortunate circumstances? What can we do and how can we do it?

This workshop will try to show what it is to suffer from mental illness and how families and co-ops are affected. There will be a video presentation, group discussion and hand-outs.

**Workshop Leader:** Jean Barber-Grant is an RN who has worked in the UBC Health Sciences Hospital Psychiatric Unit, as well as a large B.B. mental institution. Jean has a son with schizophrenia and another son who



## Member Education Forum '90

suffered brain damage at birth. Both of her sons are living independently in different housing co-ops. Jean recently received a grant from the Province of British Columbia to make presentations on schizophrenia and related mental illnesses to a diverse number of groups.

### 5 Why Vote? Everybody Agrees!!!

**Time:** Thursday 2 p.m. - 5 p.m.

This session will be an opportunity to explore with others the nature of conflict within co-operative housing communities. In doing so some explanations and techniques will be offered for discussion.

Models of decision-making and management which have tendencies towards "community" on the one hand will be contrasted with the "corporate style", on the other. In presenting these two models, the discussion leaders will examine whether the tensions produced by the claims for efficiency in the hierarchical model of "corporate decision-making" need be in constant opposition with the assertions of effectiveness suggested for a "community" approach.

Recommending the need for a set of management structures and processes which grapple with the tension between the hierarchy and the collective, this session will by discussion and presentation outline and elaborate some proposals to deal with the eternal debate between efficiency and effectiveness in the co-operative housing setting.

**Workshop Leaders:** Laird Hunter and Mike Balkwill

### 6 Is Democracy Enough? Minority Interest in a Housing Co-op

**Time:**

Friday 9:00 a.m. - 12:00 noon

Democracy in the context of co-operative principles has been the touchstone of both rhetoric and reality. But is the way in which co-operative democ-

racy is practiced enough? Must there be more emphasis on "minority" interest?

Must the person or group against whose interest the majority has voted be given some special procedural or substantive protection against the democratic majority? Through presentation and discussion this session will explore ways in which real protection might be afforded without unduly polarizing or bankrupting both the co-operative and its members. This workshop will be led by Laird Hunter, CHF's Legal Counsel. Laird has many years experience working with legal issues facing housing co-operatives in many parts of Canada.

### 7 Co-op Living for Dependent Adults

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

This workshop will focus on the unique opportunities and concerns for co-ops who wish to provide memberships for the mentally handicapped. Ample time will be given for questions and discussion relating to legal concerns, dealing with support services, member involvement and related issues.

**Workshop Leader:** Peter Caden has served with the Board of Directors of Clearview Housing Co-op in Red Deer, Alberta for two years and is currently on the Board of NACHA, the local Federation. Peter has worked with mentally handicapped adults for the past six years.

## ADMINISTRATIVE SKILLS

### 8 Board Basics

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

This three hour workshop rigorously outlines the basic responsibilities, philosophical considerations and ethi-

cal obligations of today's contemporary co-op director. This workshop will also focus on practical solutions and future applications to everyday problems faced by directors in the discharge of their respective roles as enlightened community leaders.

**Workshop Leader:** Don King

### 9 For a More Decisive Board of Directors

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

This workshop will provide information and insight on the decision-making cycle. Many co-op boards find the traditional rules of order awkward. This workshop will explore the eight steps to consensus which can result in superior decisions, reduce contention and minimize time spent in meetings. The workshop leader will show how to use meeting procedures to make meetings more effective and democratic.

Reducing hostilities, personal attacks and hurt feelings will be another thrust of this workshop. You will learn constructive attitudes and peaceable techniques that will improve your meetings and promote board unity.

Keeping your meetings on track and on time is a topic of interest to every housing co-op board member. Workshop participants will learn how to eliminate aimless meandering and wasted time. Board members can get more done and enjoy doing it more.

**Workshop Leader:** Active in co-operatives since 1949 as a director, a manager, an organizer of co-ops, a writer, an educator and trainer, Joel Welty now serves as president of the Institute for the Development of Co-operation. In collaboration with the National Association of Housing co-operatives, Welty conducts seminars for boards of co-ops and other democratic community groups across North America. Welty has facilitated workshops at previous CHF Annual Meetings.



# Member Education Forum '90

## 10 Running Effective Co-op Meetings

### Time:

Friday 9:00 a.m. - 12:00 noon

Through a role-playing exercise the workshop facilitator will draw on his own experiences to involve participants in exploring the values underpinning the running of effective co-op meetings.

Three ways to run a meeting will be demonstrated - authoritarian, laissez-faire and democratic. Meeting values will be explored: trust, power sharing, unity and formality.

**Workshop Leader:** To be announced

## 11 Computerizing the Co-op Office

### Time:

Thursday 2:00 p.m. - 5:00 p.m.

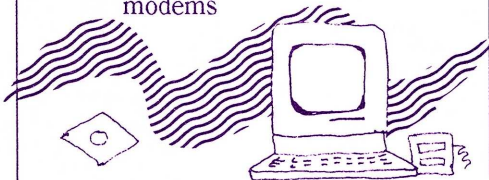
This workshop will introduce member delegates to the benefits of computerizing the co-op office and show them how to accomplish a successful installation.

This workshop will take the mystery out of computers by carefully outlining each step, from learning about and buying the equipment, to choosing and implementing the right computer programs. The participant will gain the knowledge and confidence needed to guide his/her co-op toward a practical and productive computer solution.

The workshop is divided into three parts:

1. An overview of the computer system's components including:

- the computer - various models and benefits of each
- the monitor - various types and suitability of each for various applications
- the printer - features to look for, cost and benefits
- add-on components that may be of future interest such as modems



2. A discussion of the 4 major "off-the-shelf" software applications such as:

- word processing
- information management
- accounting
- budgeting and forecasting

3. An examination of the "Co-op Information Manager," an information system designed specifically for co-ops to help deal with property management and co-op administration. This workshop is designed for the relatively uninitiated computer user or buyer:

- those who have not yet computerized
- those who have recently computerized and may need direction
- those who have had a computer system for some time, but are not actualizing the benefits they expected.

The workshop leader will be Jo-Anne Sleath of Windmill Software Inc., a computer firm based in Burlington, Ontario. Windmill has developed this new "Co-op Information Manager" software that is currently being used by some housing co-ops in Toronto.

## 12 For More Effective Committees

### Time:

Friday 9:00 a.m. - 12:00 noon

If you are serving on a committee, what is its niche in the co-op? Why are committees essential in a democratic, effective co-op? These are a just two questions that will be answered in this workshop. The leader will explain how and why the board co-ordinates the activities of the committees, provides support and depends on committees to get the co-op's work done. It will review the role of a committee liaison officer and record keeping. Report preparation and organizing and follow-through on Committee projects will be discussed. Finally a role play session will be carried out which will apply what you have learned about committee functions.

**Workshop Leader:** Active in co-operatives since 1949 as a director, manager,

an organizer of co-ops, a writer, an educator and trainer, Joel Welty now serves as President of the Institute for the Development of Co-operation. In collaboration with the National Association of Housing Co-operatives, Welty conducts seminars for boards of co-ops and other democratic community groups across North America. Welty has facilitated workshop sessions at previous CHF Annual Meetings.

## 13 Hiring and Using Consultants

### Time:

Friday 9:00 a.m. - 12:00 noon

Co-ops turn to "experts" for help with a variety of issues - legal, accounting, building condition, maintenance planning, financial planning, computer setup. This workshop will help you get the most for your money. It will provide information on when and how to hire consultants, how to evaluate fees and proposals and how to get the job done to your specifications.

**Workshop Leader:** Marianne Moershel is a consultant to co-ops, resource groups, and CHF in areas related to government programs, management and financial planning.

## 14 Administration & Property Management via Computer

### Time:

Friday 2:00 p.m. - 5:00 p.m.

This workshop is intended to introduce participants to a unique and comprehensive software solution developed specifically to meet the information needs of co-operative housing projects.

This session will provide answers to many of the issues affecting co-ops across the country regardless of the size, type of housing offered or the age of the project. "The Co-operative Homes Information Manager" software provides an easy-to-follow management structure to handle your co-op's vast information needs.

Jo-Anne Sleath of Windmill Software Inc. will discuss the many features of the "Co-operative Homes



# Member Education Forum '90

Information Manager" and how co-ops using computerized record keeping have improved their projects.

A few of the highlights of the package include:

- a complete work order system for property maintenance
- work order analysis by cost and type of work order
- automatic monthly and annual board reports
- a comprehensive management model for administering all of your day-to-day office information
- waiting lists reported by type and size of unit, subsidy needs, member records, voting lists, children information
- unit information, inspection dates
- inventory control

The "Co-operative Homes Information Manager" equips your co-op with the best knowledge and advice of seasoned professionals in the field, from co-ordinators, CHFT, resource groups and others who have consulted in the software's design to determine what information is essential and to suggest the most effective ways of using it.

This session will appeal to those interested in improving co-op management via computerization. The workshop will not be technical in nature and does not necessarily assume a working knowledge of computer systems. Rather than deal with computer hardware, the workshop will focus on the management issues facing co-ops and how computer software can help.

## 15 Interviewing Techniques

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

This workshop will examine the steps in the selection process: both how to provide information about the co-op and how to obtain information from the applicant. Use of criteria to sort and select new members will be discussed including variable co-op needs, references and interview

reports. How to set up and use an interview team will be reviewed. Practice interviews will be carried out with an emphasis on learning how to use non-verbal communication and listening versus hearing.

This workshop would be of prime interest to members of the Member Selection Committee of a housing co-op, however others may find it interesting as well.

**Workshop Leader:** Pat Sibley is a CHF instructor who chairs the Education Committee of the Peel-Halton Inter-Co-op Council. She works as an administrative assistant at Charles Hastings Co-op in Toronto. Pat has completed a certificate program in "Helping Adults Learn"

## 16 Membership Development

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

Communications within a housing co-op is an activity which must be maintained. In this workshop, Joel Welty will show participants how to create opportunities for face-to-face interaction through circles and committees.

This workshop will show how to orient new members in a way that gets them involved and makes them feel a part of the co-op. Strategies for activating a member will be presented. Motivating volunteers and matching the volunteer to the task will enhance involvement of new and older members alike.

Finally the educational functions of the co-op will be discussed. Members become empowered while learning new skills. The volunteer activities lead to personal growth and higher self-esteem.

**Workshop Leader:** Active in co-operatives since 1949 as a director, a manager, an organizer of co-ops, a writer, an educator and trainer, Joel Welty now serves as President of the Institute for the Development of Co-operation. In collaboration with National Association of Housing Co-operatives, Welty conducts seminars for boards of co-ops and other democratic groups across North America.

## FINANCE

### 17 Budgeting Process

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

This workshop will attempt to demystify the task of budgeting in a housing co-op and will outline concrete techniques and methods. Areas to be covered include:

- the budgeting process
- dividing up the work
- budget research and projections

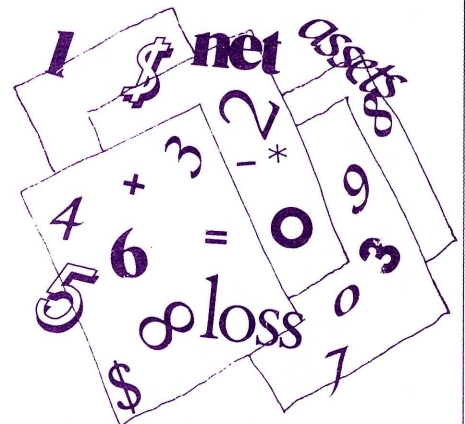
**Workshop Leader:** Alice Sunberg works for Inner City Housing Society, a Vancouver resource group and has been involved in all aspects of developing co-ops and educating members. She has just recently received her certification as a CHF instructor. She has been teaching financial management and budgeting workshops for CHF/BC over the past two years.

### 18 Understanding Your Co-op's Financial Statements

**Time:**

Friday 9:00 a.m. - 12:00 noon

This workshop is designed to help you understand the basic elements of accounting and financial statements used in housing co-ops. As a member of a housing co-op, your approval is required on all major financial decisions such as the budget and the financial statements. You are involved in establishing financial





# Member Education Forum '90

goals and policies to achieve these goals. Consequently, an understanding of the basic elements of accounting and financial statements is of utmost importance for all members who desire to participate in a well-managed co-op. Note that this is not a complete treatment of the preparation of financial statements. It will serve as an introduction for those participants who have not been exposed to financial management much beyond the routines of your personal accounts and obligations.

**Workshop Leader:** This workshop will be lead by Doug Irvin, a partner in Peat Marwick Thorne chartered accountants in Edmonton. Doug's clients include a broad range of privately owned and managed companies including a number of housing co-operatives. Doug has been involved with the audit of housing co-ops for 6-7 years.

## 19 Preparing for an Annual Audit

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

The workshop will review what records are required for the year end audit and how to schedule so things tie into the financial statement. Participants will feel better prepared for the year end rush, setting up and following schedules throughout the year. This comprehensive review of the year end process could help make audits simpler and less costly.

**Workshop Leader:** The leader for this workshop will be Doug Irvin, of Peat Marwick Thorne chartered accountants. (See Workshop #18.)

## 20 Overview of the 56.1 Program

**Time:**

Thursday 2:00 - 5:00 p.m.

Under the 56.1 co-op program, housing co-ops are responsible for administering a subsidy pool which increases over time. This workshop will show members how to manage their co-op's subsidy pool in the best interest of the co-op and its members, within guidelines established by

CMHC. Topics will include:

- subsidy policies and by-laws
- definition and verification of income
- calculating member's housing charges
- the 56.1 Agreement - what it says and what it does not say
- annual reporting requirements

**Workshop Leader:** Karen Sexsmith is the Financial Services Co-ordinator for the Ottawa Federation of Housing Co-operatives.

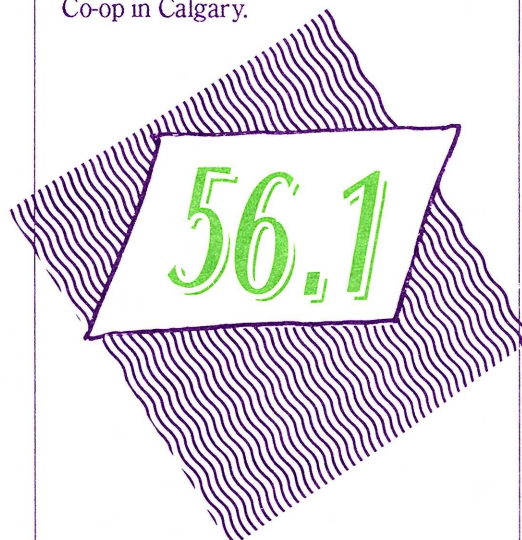
## 21 Administration of 56.1 Subsidies

**Time:**

Friday 9:00 a.m. - 12:00 noon

This mini-seminar will deal specifically with administration of the "Income-tested Assistance Grant" under the 56.1 Co-op Housing Program. Defining income, application forms, processing and approval of application forms, confidentiality and reporting requirements to Canada Mortgage and Housing Corporation (CMHC) will be covered. Participants should have a basic understanding of the 56.1 Program.

**Workshop Leader:** Carol James is a past member of the CHF Board of Directors and a CHF Instructor. Carol now holds the position of General Manager of Sarcee Meadows Housing Co-op in Calgary.



## 22 Understanding the Basics of ILM Co-ops

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

Friday 2:00 p.m. - 5:00 p.m.

This action-packed workshop leans toward information overload. The session will provide an overview of the Program elements and how these elements have to be administered (excluding the rent supplement program). The workshop will review the following:

- the main elements and terminology of mortgage financing
- the effects of inflation on consumer purchasing power including housing
- the main features of the 1986 Federal Co-op Housing Program
- the main elements and terminology of the index linked mortgage
- how the index linked mortgage affects the co-op's annual budget
- long-range impact of the program on the co-op's financial success
- features of the ILM operating agreement between the co-op and Canada Mortgage & Housing Corporation.

Although the workshop will be oriented to Finance Committee members, it will provide an overview to anyone seeking information on the index linked mortgage.

**Workshop Leader:** Pam Iriye is a CHF instructor and is a Project Co-ordinator with the resource group, Communitas Inc. in Edmonton. As a member of Communitas' Senior Management Team, she also acts as Financial Comptroller. Pam has been working with the development and financial operation of ILM co-ops since the program was put in place in 1986 and has completed three levels in the Certified Managerial Accounting Program.



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## 23 Investment Fundamentals for Housing Co-ops

### Time:

Friday 9:00 a.m. - 12:00 noon

This workshop will review fundamental investment objectives and evaluation criteria with a view to the responsibilities of housing co-operatives. Then we will describe the major investment vehicles appropriate to housing co-ops before categorizing them in the framework created.

**Instructor:** Stuart Thomas has been an instructor since 1981 and spent 5 years on the CHF Board, three of those as a member of the finance committee and treasurer. He is currently a trustee of the Federal Co-operative Housing Stabilization Fund.

## 24 Investment Strategies for Federations

### Time:

Friday 2:00 p.m. - 5:00pm

Ethical investment. Is it an oxymoron or just confusing? The question of objectives always arises when a group of co-ops tries to develop a joint investment strategy. We will address this issue among others as we focus on the achievements, plans and hopes of co-operators from across the country interested in co-ordinating our investment action.

This workshop will begin as a panel discussion and degenerate into a free for all with plenty of opportunity for participation.

**Instructor** (see workshop # 23)

## 25 What Do You Do When Your Co-op Needs More Money Than It Has...

### Time:

Friday 2:00 p.m. - 5:00 p.m.

This workshop will illustrate to the participants how to calculate the amount of cash your co-op has to spend. As co-ops age, assessing the needs of your buildings may indicate that replacements or renovations are necessary earlier than planned. It may



turn out that reserves built to date are simply inadequate for the needs of the co-op at a given point in time. The workshop leaders will provide ideas on sources of cash. Financing mechanisms that are compatible with the terms of operating agreements of Canada Mortgage and Housing Corporation will be explored and explained.

**Workshop Leaders:** The workshop will be facilitated by Marianne Moershel and Ken McFarland. Marianne is a member of Woodsworth Co-op in Toronto. She is also a consultant to co-ops, resource groups, and CHF in areas related to government programs management and financial planning. Ken is a Chartered Accountant practising in Toronto and serves a broad range of non-profit organizations and is the auditor for a number of housing co-ops. Ken lives in Riverdale Co-op in Toronto.

## MAINTENANCE

## 26 "Put It Down To Experience: The Basics of Maintenance Management

### Time:

Thursday 2:00 p.m. - 5:00 p.m.

Participants will be encouraged to learn a multi-step approach to co-operative housing maintenance. They will discuss and analyse the application of the multi-step approach to both par-

ticular maintenance projects and to the overall maintenance program in housing co-ops. Participants will be invited to share success and failures in their own co-op's maintenance program.

**Workshop Leader:** To be announced

## 27 Organizing a Successful Work Party

### Time:

Friday 2:00 p.m. - 5:00 p.m.

This workshop will focus on reviewing the elements of a successful work party in a housing co-op. Is it possible to organize a spring clean-up where the members have fun while the work gets done? This session will appeal to members of co-op maintenance committees looking for ideas. Workshop participants will be encouraged to share their experiences in organizing work parties in their co-ops.

**Workshop Leader:** To be announced.





## Member Education Forum '90

### 28 Building Maintenance Organization

#### Time:

Friday 2:00 p.m. - 5:00 p.m.

This workshop will focus on the administrative and planning organization under which co-operatives carry out all aspects of maintaining their property and building(s). The presentation will include topics such as:

- Maintenance Standards and Policy
- Management Structure
- Maintenance Information Management
- Monitoring and Evaluation
- Use of Technical Studies

Participants in the workshop will gain a better understanding of their own Co-op's maintenance organization and what it takes to get things done.

**Workshop Leaders:** This workshop will be presented by Enerplan Consultants, Maintenance and Project Management specialists. Enerplan provides a wide variety of technical services to co-ops including Technical Audits, Remedial Measures Plan, Project Management, Maintenance Action Plans and training workshops. The leaders of this workshop will be Keith Bryant, Vice-President and Russell Vaughan, Project Manager, Enerplan Consultants, Toronto.

### 29 Replacement Reserves Planning

#### Time:

Thursday 2:00 p.m. - 5:00 p.m.

Replacement reserve planning involves both policy decisions and number crunching. This workshop will focus on the policy decisions and some of the economic issues of long term planning. Other topics include "catching up" if reserves are too low, and a presentation of requirements of Canada Mortgage and Housing Corporation.

**Workshop Leader:** Marianne Moershel is a member of Woodsworth Co-operative in Toronto. Marianne is a consultant to co-ops resource groups and CHF in areas related to government programs, management and financial planning.

### 30 How to Hire a Contractor

#### Time:

Thursday 2:00 p.m. - 5:00 p.m.

Co-ops are often faced with carrying out expensive repairs or remedial work to their properties with little more than verbal agreement between the Co-operative and contractor. This workshop will focus on the use of various types of construction contracts, tenders, specifications, and consultants by examining actual case studies.

Participants in the workshop will gain a better understanding of how to obtain the best value for money spent when carrying out contracted remedial work.

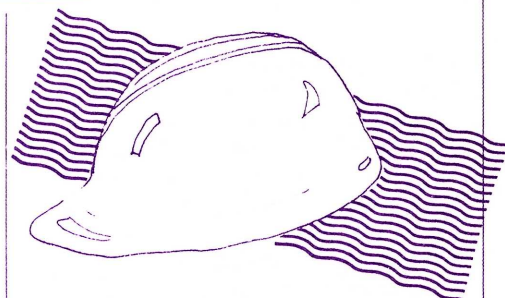
**Workshop Leader:** This workshop will be presented by Enerplan Consultants, Maintenance and Project Management specialists. Enerplan provides a wide variety of technical services to co-ops including Technical Audits, Remedial Measures Plan, Project Management, Maintenance Action Plans and training workshops. The leaders of this workshop will be Keith Bryant, Vice-President and Russell Vaughan, Project Manager, Enerplan Consultants, Toronto.

### 31 Construction Deficiencies and Litigation

#### Time:

Thursday 2:00 p.m. - 5:00 p.m.

This workshop uses case studies involving three new-construction Toronto co-ops to illustrate how deficiencies occur and to suggest ways in which co-ops may be able to minimize the impact of deficiencies and to cope with them. One co-op is examined for the ways in which positive things were done during construction to reduce the likelihood of deficiencies and for ways in which more things could have been done to further reduce them. Another is examined for its history of organizational difficulties in dealing with its very extensive deficiencies. A third co-op illustrates a history in which the co-op coped with its extensive deficiencies enough to gain control of them and went from there to carefully prepare a



lawsuit against the builder. The workshop concludes with a discussion on the Technical Audit as a tool in dealing with deficiencies.

This workshop is not designed to give legal advice but it is more of an illustration of how to cope. The workshop materials were developed by Peter Tabuns and Peter Becker, long-time housing co-op co-ordinators in Toronto.

**Workshop leader:** Peter Becker has worked in the sector for over seven years, at the Hugh Garner Co-op, the Windmill Line Co-op, the Oak Street Co-op and is currently working for the Charles Hastings Co-op, all of Toronto. He has prepared and presented workshops on property inspections for maintenance for the Co-op Housing Federation of Toronto and on preventive maintenance for CHF. Though he does not currently live in a co-op, he was a member of Chadwick Towers Co-op for eight years.

## SPECIAL ISSUES

### 32 Co-op Housing: The Past, The Present and The Future

#### Time:

Thursday 2:00 p.m. - 5:00 p.m.

This workshop will provide the participants with an overview of the history of the development of co-operative housing in Canada. It will identify the current issues that must be addressed, and raise concerns that affect the future.

The first half of the workshop will be a presentation from Lynn and the second half will be devoted to discussion with the participants.



## Member Education Forum '90

**Workshop Leader:** Lynn Hannley, is Managing Director of Communitas Incorporated, a position that she has held since 1972. Lynn has been extensively involved in housing development since 1968. She worked on the development of the first housing co-operative in Edmonton. She has been actively involved with CHF in the development of the various co-operative housing programs, i.e. the 1973, 1978 and 1986 ILM program. Prior to her work at Communitas, Lynn worked as a planner with Edmonton Social Planning Council.

### 33 Co-op Resource Materials

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

This hands on workshop will focus on activities which build co-operative skills. Self-exploration, listening and communication activities, co-operative games will all be explored. Ideas to increase co-operative education in schools will also be presented.

**Workshop Leaders:** Coryne Kermay, former elementary school teacher, is currently the Co-ordinator of the Alberta Co-operative Resource Materials Program. Lorna Knudson is an adult educator and Manager of the Alberta Region of the Canadian Co-operative Association.

### 34 Shaking the Rafters of the Educational Establishment

**Time:**

Friday 9:00 a.m. - 12:00 noon

The objective of the workshop is to provide an opportunity for the participants and the workshop leader to take a giant step back from all the assumptions and beliefs we hold regarding education in housing co-ops and examine them with a fresh eye.

The workshop will provide a forum for the consideration of radical, controversial, "against the grain" concepts and ideas. It is designed to challenge and stimulate. Using the principle of lateral thinking proposed by

Edward deBono, participants will be provided with an opportunity to re-examine their assumptions about "education", what it means, why we do "it", why it fails and why it works. Participants should definitely be prepared to stretch their imaginations to the limit ... and beyond. Not for the weak of heart but definitely for those with a sense of humour, a penchant for having fun, and a willingness to challenge, be challenged, unlearn and learn.

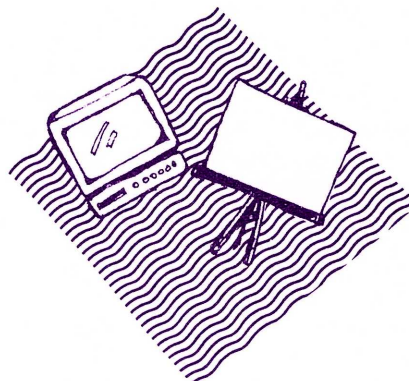
**Workshop Leader:** Brian Scott has been involved in member education since 1978 in a variety of forms; active member of a housing co-op since 1978, employed by a Resource Group (Communitas) since 1982 in the capacity of Member Development Co-ordinator and most recently acting as Public Relations Co-ordinator, and a certified CHF Instructor. Brian has led a variety of workshops over the years; at CHF Instructors Conferences, Resource Group Conferences and AGMs.

### 35 A/V Workshop

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

This year's A/V Workshop will feature the screening of two films, "Living the Difference" and "Home Sweet Home." After the screening, a workshop leader will present and discuss ways these audio-visuals can be used in your co-op. Participants who would like to enhance orientation sessions to prospective or new members will find how to access these materials.



### 36 African Voices: Women and Housing Co-ops in Eastern Africa

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

In May/June 1990 Rooftops Canada and six regional housing co-op federations will be hosting one month training visits by women from Eastern and Southern Africa. Two of our visitors will be participating in the 1990 AGM. This is a chance to meet them, see and hear about the housing situation facing women in their regions of Africa. Participants in the workshop will have the opportunity to share their views on the role of women in co-operative housing movements.

The workshop will be facilitated by a leader from the Rooftops Canada Foundation. Rooftops is the international development program of the Canadian co-operative housing movement.



# Member Education Forum '90

## 37 Using a Social Audit

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

When most co-op members hear the word "audit", they think of a financial audit. This is the report that all co-ops receive once a year. It measures the co-op's financial progress throughout the past year, and tells members whether their books meet accepted accounting standards. A social audit also measures the co-op. But instead of measuring whether the co-op has met financial standards, the social audit checks whether the co-op has met its own social goals.

This workshop will identify social goals and principles. It will show how to put social goals on the agenda and finally demonstrate how the social audit can help the co-op reach its social goals. A social audit returns members' attention to the big issues that may have attracted them to co-ops in the first place. The session will show how to use a social audit in your co-op and how to make it fun for your members.

**Workshop Leader:** The Co-operative Housing Federation of Toronto will provide a workshop leader for this session.

## 38 Co-op Youth Committees

**Time:**

Friday 9:00 a.m. - 12:00 noon

Last year's Member Education Forum provided a workshop called "Children in Co-ops, where participants listened to panel discussions on various examples of children's activities, as well as doing some problem-solving on specific case studies. This workshop will focus on Youth Committees in our housing co-ops. Topics to be covered will include:

- committee job description
- organizational structure
- committee objectives
- types of activities
- adult participation
- other areas as developed by the participants.

**Workshop Leader:** Karen Sexsmith is the Financial Services Co-ordinator for the Ottawa Federation of Housing Co-operatives.

## 39 Human Rights in Housing Co-operatives

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

This workshop will provide a forum to discuss human rights issues in housing co-operatives. Housing co-operatives, as member controlled organizations, often reflect the prejudices of its members. The housing co-operative sector has long espoused fair and equal access to co-operatives. At the 1987 CHF AGM a resolution was passed regarding improving accessibility for low income households.

Discrimination on the basis of race, income, gender, disability, education will be discussed in the workshop.

**Workshop Leader:** Karla Skoutajan is a Management Consultant with Co-operative Housing Federation of Toronto. She is also the Chairperson for the Centre for Equality Rights in Accommodation.

## 40 Experiential Stress Management

**Time:**

Friday 2:00 p.m. - 5:00 p.m.

Participation in the development and operations of housing co-ops can induce stress in individual members involved in leadership roles. CHF has often provided workshops on dealing with "burnout" and stress management. This workshop will approach this topic from a different angle.

You will be engaging in the ancient art of Hath Yoga, breathing

techniques, and relaxation for the purpose of creating an experience of inner and outer balance that you will be able to recreate daily. You will learn how to bring stress under control.

**Workshop Leader:** Fay Hawryluk has developed co-op housing projects, lived in housing co-ops, she has served on a co-op board of directors for over five consecutive years. Fay has practiced yoga, breathing and meditation in Toronto and Edmonton and is actively pursuing certification as a Hatha Yoga instructor.

Participants are advised to bring loose clothing, e.g. exercise outfit, shorts, sweats, a towel or blanket and an OPEN MIND.

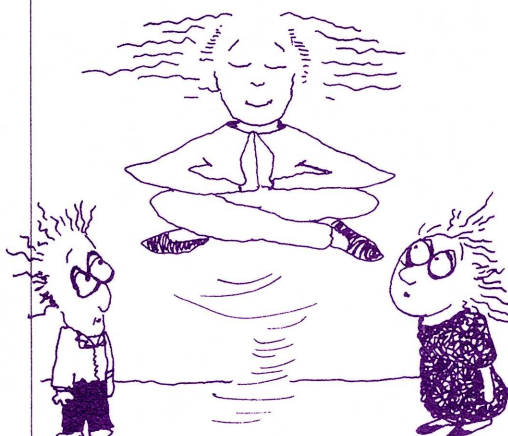
## 41 Canada and AIDS in the 1990's

**Time:**

Thursday 2:00 p.m. - 5:00 p.m.

AIDS in Canada impacts all major facets of life - the workplace, accommodation, friendship, family and community care/support networks. This workshop will introduce the topic of AIDS and present workshop participants with information on the facts and myths. In addition the session will explore current and future trends around who will care for persons with AIDS. Where will persons with HIV infection/AIDS live? Finally, as time permits, the session will take a quick look at the politics of AIDS in Canada in the early 1990's.

**Presenters:** Wayne Hellard, Education Co-ordinator, AIDS Network of Edmonton Society (Person with HIV Infection), Michael Phair, Chair, AIDS Interagency on Care and Accommodation, Edmonton and Region.





# Member Education Forum

## FULL DAY WORKSHOPS

### 42 Conflict in Housing Co-operatives including Star Power.

#### Time:

Friday 9:00 a.m. - 12:00 noon and  
Friday 2:00 p.m. - 6:00 p.m.  
(note: one extra hour)

This is a full day workshop with two parts. In the morning session, a model for understanding the evolution of conflict in housing co-operatives will be presented. This model is based on a consideration of the natural evolution of groups in organizations and the emergence of a dominant group or decision-making elite.

This model shows how the elite is formed, how the "majority rules decision-making process" creates a winners and losers culture in a co-operative, and how this sets the stage for a series of contests and competitions within the co-operative. These contests in turn start a pattern of broad non-participation, or disengagement, punctuated by acute conflicts.

The afternoon session STAR POWER is a participatory game, that illustrates the development of groups, and the effects of decision-making.

The STAR POWER experience will be used as a reference point for re-interpreting the conflict model presented in the morning. Star Power has been one of the more popular workshops at previous CHF annual meetings.

Participants in the morning session are encouraged to participate in STAR POWER. However, you do not have to attend the morning session to participate in STAR POWER.

These workshops are based on the material presented at the CHF Educators Conference in Paris, Ontario in 1988.

Participants registering for this workshop should mark both time periods on their registration form. The workshop leader will be Mike Balkwill and Associates in Mississauga.

### 43 Unlearning Racism & Alliance Building

#### Time:

Friday 9:00 a.m. - 12:00 noon and  
Friday 2:00 p.m. - 5:00 p.m.

Racism in Canada hurts all of us, but its effects are experienced very differently by people of colour and white people.

Racism is misinformation about, and active or passive mistreatment of, people of colour. It is both institutional and attitudinal. The attitudes are learned by all of us, through no fault of our own, as children, by a process of social conditioning that results in a conscious or unconscious state of either internalized oppression (for people of colour) or internalized dominance (for white people).

The situation however is **not** hopeless. Racism can be examined, analyzed, and dismantled. Because the conditioning is held in place with strong emotion, the process of unlearning it must take place on the experiential as well as the theoretical level.

This workshop will provide a confidential, safe, and supportive setting for people from all backgrounds to learn personal and practical skills while beginning to work through a number of issues related to racism.

This workshop is also very much about celebrating proudly all of our ethnic backgrounds while working toward understanding how to become effective allies in eliminating racism.

**Instructor:** Don Smith is a Metis person living in Sundance Housing Co-op. He is a part-time letter carrier and a student in the School of Native Studies at the University of Alberta. He has been studying unlearning racism work for 1.5 years and has been leading workshops for the past year in eliminating sexism, classism, racism and homophobia.

### 44 Membership Process

#### Time:

Friday 9:00 a.m. - 12:00 noon &  
Friday 2:00 p.m. - 5:00 p.m.

CHFT is currently revising its Membership workshop. It will be proposing a simplified membership process which will address issues of discrimination including income screening which has been of particular importance in Ontario. In the 1987 CHF AGM a resolution was passed regarding improving accessibility to housing co-operatives by low income households.

This workshop will attempt to address some of these issues by providing resource material and a forum for discussion of the issues.

Understanding the issues relating to discrimination, administration of membership records, etc. will require a significant amount of discussion. Therefore a full day session is proposed. New exercises and resource material will be tested at the workshop.

2 X 3 hour - full day workshop

**Workshop Leader:** Karla Skoutajan is a Management Consultant with the Co-operative Housing Federation of Toronto. She is also the Chairperson of the Centre for Equality Rights in Accommodation.

### 45 Peace Keeping in your Neighbourhood through Mediation

#### Time:

Friday 9:00 a.m. - 12:00 noon &  
Friday 2:00 p.m. - 5:00 p.m.

Conflict and dispute are inevitable and pervasive aspects of life. They have valuable individual and social functions by providing the impetus for social change and individual psychological development. The question is not how to avoid or suppress conflict; doing so usually has harmful and destructive consequences. Rather, the question is how to create the conditions that encourage a constructive resolution of the dispute.



# Member Education Forum '90

Mediation is a practical method for assisting disputing parties in resolving their conflict and attaining mutual outcomes. The process is useful in a wide variety of settings including neighbourhoods, organizations, committees, schools and families. The seminar introduces the concepts, skill and techniques needed to mediate disputes through the use of lecture, discussion, and classroom exercises. Participants will also have the opportunity for skill development through coached mediation simulations.

The seminar includes the following components: nature of mediation, the role of the mediator, communication and conciliation skills, negotiation skills, creative problem-solving, the mediation process, states of mediated problem solving, team building, and a mediation practice session.

**Seminar Leader:** Scott McLeod is the Executive Director of the Alberta Arbitration and Mediation Society and has worked extensively with the private, public and nonprofit sectors in providing advice, counsel and education in the areas of arbitration and mediation. Mr. McLeod is a former Director and Chairman of the Education and Standards Committee for Edmonton Community Mediation. He is currently involved with this organization as a Mediator and Mediation Training Instructor.

In addition to his specialized course work in negotiation, mediation and arbitration, Mr. McLeod is a graduate of the Northern Alberta Institute of Technology (Bus. Admin.), the University of Alberta (Admin. Mgmt. and Personnel Admin.) and the Canadian Society of Association Executives (Association Mgt.).

Mr. McLeod has served as a Director or consultant to fifteen professional and community groups in the last six years and remains active in a number of organizations including; as an Arbitrator with the Better Business Bureau.



## 46 Financial Management

**Time:**

Friday 9:00 a.m. - 12:00 noon &  
Friday 2:00 p.m. - 5:00 p.m.

This one day workshop covers all aspects of co-op financial management. As a "survey" course, it will provide an overview of the roles and responsibilities of the finance committee. It **does not** cover specifics about the 56.1 program or the index-linked mortgage program. Topics include:

- organizing to get the work done
- policies and procedures
- accounting, bookkeeping and budgeting
- reporting

**Workshop Leader:** Alice Sundberg works for Inner City Housing Society, a Vancouver resource group and has been involved in all aspects of developing co-ops and educating members. She has just recently received her certification as a CHF instructor. She has been teaching financial management and budgeting workshops for CHF/BC over the past two years.

*(Theme Workshop)*

## 47 Developing Community Within a Housing Co-op

**Time:**

Friday 9.00 a.m. - 12 noon &  
Friday 2.00 p.m. - 5.00 p.m.

Social action, participatory democracy, conjunctural analysis, and self-help are but a few of the basic concepts of "Community Development."

This full-day workshop will focus on developing a critical awareness of the community culture percolating through our respective housing co-ops and how various community development approaches can facilitate a richer, creative co-operative community.

As members in housing co-operatives, community development practices can very well prove beneficial in dealing with our own changing communities.

**Workshop Instructor:** Although relatively new to the Co-operative Housing Sector, Don King brings with him a wealth of practical experience gleaned as a community development worker. With a Masters Degree in City Planning, Don's passion for working with community based groups and training volunteers to redress social and urban issues has brought Don across Canada working with Human Rights Commissions, Labour Organizations, developing Worker Co-ops and presently developing Housing co-operatives with Affordable Housing Advisory Association in Vancouver. Don is also an instructor with CHF/BC.





# Renseignements

## CONCERNANT LES ACTIVITES DE L'AGA

### TRADUCTION SIMULTANEE


Grâce à l'aide du Secrétariat d'Etat, les réunions de l'assemblée feront l'objet d'une traduction simultanée en anglais et en français. Tous les documents relatifs aux réunions de l'assemblée seront également disponibles dans les deux langues.

### REUNIONS DES DELEGUE(S)

N'oubliez pas que des réunions de délégué(e)s seront organisées dans votre région au cours des prochains mois. Elles sont organisées par les membres de comités bénévoles de la Fédération canadienne, avec la collaboration de votre fédération ou de votre association locale. Les réunions des délégué(e)s sont la clé du succès des assemblées générales annuelles. La participation et la prise de décision sont améliorées par la participation à ces réunions régionales, où les délégué(e)s se familiarisent avec les questions d'actualité en discutant avec d'autres délégué(e)s. Pour plus de renseignements, veuillez communiquer avec votre fédération locale ou avec le membre du conseil d'administration de votre région. Leur nom et leur numéro de téléphone figuraient dans le premier envoi.

### MISES EN CANDIDATURE

Les mises en candidature pour les postes à combler au sein du Conseil d'administration peuvent être reçues à l'avance ou présentées lors de l'assemblée. Si un membre en règle désire postuler un poste au sein du Conseil, il doit le faire par écrit à l'adresse suivante :

 Comité des mises en candidature de la Fédération canadienne, 275, rue Bank, pièce 202, Ottawa, Ontario, K2P 2L6.

Tous les candidat(e)s qui veulent faire publier leur curriculum et leur photographie aux fins de distribution pendant l'inscription à l'AGA doivent nous faire parvenir leur curriculum et leur photographie avant le 1<sup>er</sup> mai 1990.

Les postes suivants sont à combler dans le cadre de l'assemblée annuelle de cette année:

- **Administrateurs régionaux**  
Terre-Neuve/ Labrador  
Nouveau Brunswick,  
Ontario,  
Manitoba,  
Colombie-Britannique/ Yukon  
Un poste de membre extraordinaire
- **Comité des finances**  
un poste

### CAUCUS REGIONAUX

Chaque année, des groupes régionaux souhaitent se réunir pour discuter des questions soulevées dans le cadre de l'AGA. Des salles seront réservées à l'intention des groupes régionaux pendant certains temps libres. Veuillez communiquer avec les responsables de l'AGA au moment de votre arrivée.

### RESERVATIONS D'HOTEL

Si ce n'est pas déjà fait, c'est le temps de réserver votre vol et votre chambre d'hôtel pour l'AGA. Il y avait un formulaire de réservation d'hôtel dans le premier envoi. Si vous ne l'avez pas déjà envoyé à l'hôtel de votre choix, veuillez le faire dans les plus brefs délais. Cela vous permettra de tirer profit des rabais disponibles et de vous assurer d'une chambre d'hôtel! Veuillez indiquer vos premier, deuxième et troisième choix pour que, dans l'éventualité où l'hôtel de votre premier choix affichera complet, ce dernier puisse faire parvenir votre demande à l'hôtel de votre deuxième choix, **si vous l'avez indiqué**.

Si vous prévoyez arriver après 18 h, n'oubliez pas d'inclure le coût d'une nuit à l'hôtel lorsque vous enverrez votre formulaire de réservation afin de garantir votre chambre. L'hôtel vous garantira également une chambre si vous lui fournissez un numéro de carte de crédit. Ne tardez pas! Les hôtels nous réserveront des chambres jusqu'à 60 jours avant la réunion. Si vous n'avez pas réservé votre chambre d'ici là, vous devrez malheureusement vous loger ailleurs.

Vous devriez également avoir déjà réservé votre vol. Si vous avez besoin d'aide ou si vous voulez obtenir de plus amples renseignements concernant les vols, le numéro de CUMIS est le 1-800-263-5241 et, à frais virés, si vous n'habitez pas en Ontario, le (416) 336-8200.

### BESOINS PARTICULIERS

Veuillez indiquer sur le formulaire d'inscription ci-joint si vous avez besoin d'une aide particulière. Si vous avez des questions concernant vos besoins particuliers, veuillez communiquer avec Linda Stephenson, au bureau de la Fédération canadienne.

### REPAS

Comme il y a diverses options cette année, voici les repas qui sont inclus pour les diverses options :

#### Option 1 - Inscription complète

Moufflets - dimanche seulement  
Souper - samedi seulement

Il n'y a pas de goûter organisé pour le vendredi cependant plusieurs restaurants avoisinants permettront aux participant(e)s de prendre le goûter à proximité du centre. Cependant, nous offrons un goûter facultatif samedi. Par conséquent, si vous voulez participer à ce goûter organisé, veuillez cocher la case appropriée sur le formulaire d'inscription et joindre le montant correspondant, et nous vous réserverons une place pour le goûter de samedi. Des billets seront également en vente sur place, mercredi et jeudi, à la librairie.

Pour les employé(e)s qui ont choisi de participer à la Conférence sur le perfectionnement des employé(e)s, le goûter du mercredi est également inclus.

#### Option 2

##### Ateliers individuels

Aucun goûter organisé n'est prévu pour les participant(e)s qui participent uniquement à des ateliers individuels. Toutefois, ils peuvent profiter des nombreux restaurants avoisinants.



# Renseignements

## CONCERNANT LES ACTIVITES DE L'AGA

### • Option 3 Conférence des employé(e)s seulement Goûter - Mercredi soir

☆ *Le dîner/danse est inclus dans l'inscription complète.*

### REPAS SUPPLEMENTAIRES

Étant donné qu'aucun goûter ne sera organisé cette année, les participant(e)s qui seront accompagnés par des adultes ou par des enfants qui n'iront pas à la garderie devront prendre eux-mêmes les dispositions nécessaires pour leurs repas. Des billets pour le goûter facultatif de samedi seront en vente sur place, mercredi et jeudi, à la librairie. Les autres enfants prendront leurs repas à la garderie.

### DINER/DANSE

Veillez indiquer sur votre formulaire d'inscription si vous avez besoin d'un billet supplémentaire. Si vous achetez votre billet maintenant ou lors de la conférence, il vous coûtera 35 \$.

### REPAS VEGETARIENS

Nous accorderons une attention particulière aux participant(e)s qui ont besoin de repas végétariens. Le menu vous sera également communiqué avant la tenue de la conférence pour que vous puissiez analyser les aliments qui seront disponibles. Notre expérience nous porte à croire qu'il n'est pas sage de présumer que les cuisiniers comprennent la véritable signification du mot "végétarien". Si vous vous préoccupez des aliments qui seront disponibles, veuillez prendre les précautions nécessaires.

### RENSEIGNEMENTS CONCERNANT LES VOLS

Veillez indiquer sur votre formulaire d'inscription à quelle heure vous arriverez à Edmonton. Il y a un autobus de l'aéroport qui se rend aux principaux hôtels du centre-ville.

### GARDERIE

La Fédération canadienne a pour politique d'offrir des services de garderie aux membres qui participent à

l'assemblée annuelle et ce, pendant les heures d'affaires de l'assemblée. Veuillez indiquer sur votre formulaire d'inscription si vous avez besoin de services de garderie, ainsi que le nombre d'enfants qui vous accompagneront.

#### Heures :

Jeudi 8 h 30 à 17 h 30  
Vendredi 8 h 30 à 17 h 30  
Samedi 8 h 30 à 17 h 30  
Dimanche 8 h 30 à 13 h  
(ou jusqu'à la fin de la réunion)

### SERVICE DE GARDIEN(NE)S

Nous ne fournirons pas des services de gardien(ne)s pendant l'assemblée annuelle. Toutefois, à titre de service aux membres qui participent à l'assemblée annuelle, des bénévoles locaux vous fourniront le nom de gardien(ne)s fiables qui pourront venir à votre hôtel et garder vos enfants en soirée. Les gardien(ne)s se rendront directement à votre chambre d'hôtel et vous aurez la responsabilité de les payer, ainsi que de régler leur course en taxi à la fin de la soirée.

### POLITIQUE D'ANNULATION

Les annulations reçues après le 30 avril 1990 seront assujetties à des frais d'annulation de 75 \$, qui seront prélevés à même les frais d'inscription. Il n'y a aucun frais pour un changement de participant(e). Lorsque vous changez vos délégué(e)s, veuillez prendre les dispositions nécessaires concernant les signataires officiels.

### AUTRES ACTIVITES CINQUIEME LIBRAIRIE ANNUELLE

Cette année encore, la librairie vendra des livres, des documents, etc., sur les coopératives : leur histoire, leur philosophie, leurs principes, leur développement et leur gestion. Venez acheter, fouiner et apprendre quelque chose de nouveau au sujet du mouvement coopératif!

### ETALAGES

Il y aura de nouveau également cette année un secteur réservé aux étalages. Toutefois, leur nombre sera limité

et les étalages seront offerts selon la formule premier arrivé, premier servi. Les membres de coopératives d'habitation, de fédérations ou d'organisations affiliées qui souhaitent monter un petit étalage doivent communiquer avec Ingrid Larson, au (613) 238-4644, dès que possible. Nous ferons notre possible pour vous satisfaire.

### VISITES

Cette année, il y a deux visites organisées de la ville et des coopératives. La visite qui aura lieu avant la conférence sera concentrée sur la découverte d'éléments intéressants que vous pourrez retourner explorer. La visite qui aura lieu après la conférence comprendra la visite d'une coopérative. Plusieurs arrêts sont prévus, alors apportez votre appareil photo. Le coût de chaque visite est de 8,00\$, si vous désirez participer, veuillez faire parvenir votre chèque en même temps que votre formulaire d'inscription.

### LES VISITES LOCALES AVANT ET APRES LA CONFERENCE.

Les détails des visites locales avant et après la conférence figuraient dans le premier envoi. Veuillez en obtenir des copies afin de planifier vos vols conformément.

### LA SOIREE EDMONTON

La planification de cet événement avance à bon train. Apportez vos souliers de danse et préparez vous à avoir beaucoup de plaisir et à veiller tard. Ca promet!...

### CONCOURS

Comme nous le précisons dans le dernier envoi, les concours annuels de tee-shirts et de photographie seront de nouveau offerts cette année! Nous vous ferons parvenir dans le prochain envoi de plus amples renseignements concernant les critères d'admissibilité



# Calendrier

## Mardi le 29 mai

9h à 17h	Rencontre du Conseil d'administration
18h à 21h	Séance plénière d'ouverture de la conférence sur le perfectionnement des employé(e)s
21h	Soirée sociale pour la conférence sur le perfectionnement des employé(e)s

## Mercredi le 30 mai

8h30	Début de l'inscription pour l'AGA
9h à 17h	Réunion du Conseil d'administration
10h à 12h	Ateliers de la conférence sur le perfectionnement des employé(e)s
12h à 14h	Temps Libre
14h à 17h	Ateliers de la conférence sur le perfectionnement des employé(e)s (suite)
14h30	Journée touristique et visites de coops
18h à 19h	Souper de la conférence sur le perfectionnement des employé(e)s
20h	Réception d'accueil
19h à 21h	Plénière de la conférence sur le perfectionnement des employé(e)s

## Jeudi le 31 mai

8h	Inscription pour l'AGA (suite)
9h à 9h30	Cérémonies d'ouverture (mot de bienvenue de Edmonton)
9h30 à 11h	Ateliers d'introduction
11h à 12h30	Cérémonies d'ouverture (suite)
12h30 à 14h	Temps libre (dîner)
14h à 17h	Ateliers de la conférence sur le perfectionnement des employé(e)s
18h30	Début des ateliers du forum sur la formation des membres
19h	Les bars s'ouvrent avant le début de la soirée Edmonton
20h	Clôture du kiosque de l'inscription pour l'AGA
	Début de la soirée Edmonton

## Vendredi le 1 juin

18h30	Ouverture du bureau de l'inscription pour l'AGA
9h à 11h15	Ateliers de la conférence sur le perfectionnement des employé(e)s (suite)
9h à 12h	Ateliers du forum sur la formation des membres (suite)
11h15 à 11h45	Plénière de clôture de la conférence sur le perfectionnement des employé(e)s (suite)
12h	Temps libre (dîner)
14h à 17h	Ateliers du forum sur la formation des membres (suite)
Soirée	Soirée libre (visite du West Edmonton Mall, Pub Crawl, etc.)

## Samedi le 2 juin

9h	Début de l'assemblée
12h à 14h	Dîner
14h	Suite de l'assemblée
17h30	Fin de l'assemblée
19h	Ouverture du bar payant (cocktails)
19h30	Souper/dance

## Dimanche le 3 juin

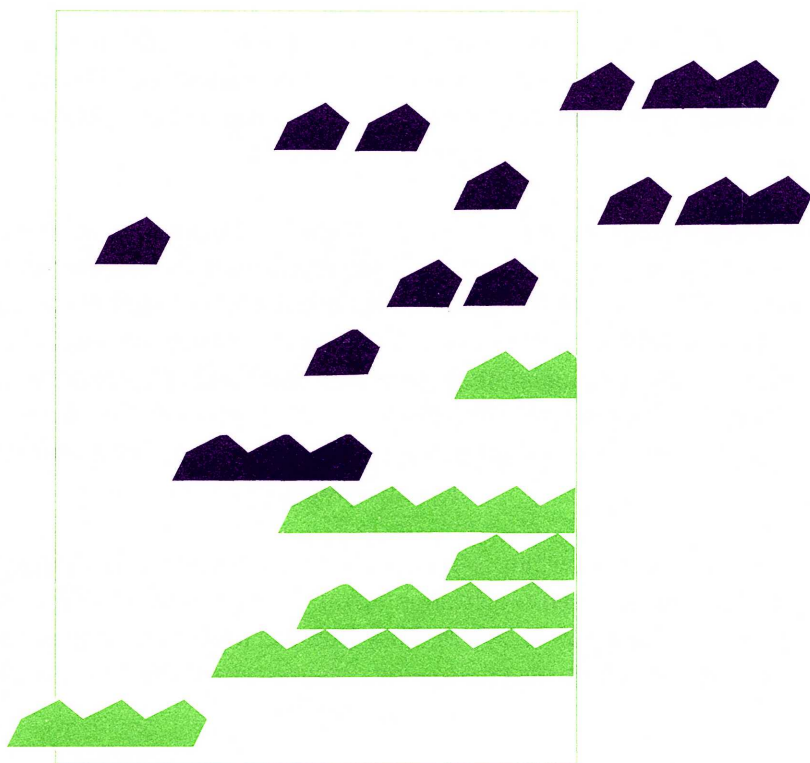
9h	L'assemblée (suite)
13h	Clôture de l'assemblée
14h30	Tournée touristique et des coops d'habitation

## Lundi le 4 juin

9h à 17h	Réunion du conseil d'administration
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# *STAFF* *DEVELOPMENT* *CONFERENCE* ■



*M A Y 29 • 30 • 31, J U N E 1*  
*E D M O N T O*



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# *STAFF DEVELOPMENT CONFERENCE*

May 29, 30, 31, June 1,

*T*he following conference program has been developed by the members of the Staff Development Sub Committee who are elected every year at the conference. The program specifically designed for co-op staff, includes a variety of workshops, plenary sessions and social activities.

By having the opening plenary on Tuesday night this year, the conference will include one more block of workshops. We are discussing very interesting ideas for the opening plenary. Make sure that you arrive on time.

More details on workshop descriptions and workshop schedule can be found below. As you will see the design of this educational event takes into consideration the different areas of staff responsibilities including maintenance management, finance management, membership management, legal issues and finally personnel issues. The plenary sessions will include reports from Staff Development Sub Committee, elections of the Staff Development Sub Committee and much more.

Please review our program and indicate your workshop selection on the enclosed registration form. There is a good selection of topics to choose from and we hope you will find something in each time slot which meets your needs. Please return this form to CHF as soon as possible.



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# AGENDA

May 29, 30, 31, June 1

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## Tuesday May 29

**6:00 - 9:00 p.m. Staff Development Conference Opening Plenary**  
*\*Note all plenaries, workshops and social will be held at the Westin Hotel.*

**9:00 p.m. Social for Co-op Staff**

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## Wednesday May 30

**8:30 a.m. AGM and Staff Development Conference Registration**  
*\*Note the registration for all events will be held at the Edmonton Convention Centre.*

**10:00 a.m. 12:00 Workshops:**  
*(Please note that when you register for workshops S1-S3 you automatically will be registered for Part II on Wednesday).*

- S1** Crisis Assessment for Staff in Housing Co-operatives (Part I).
- S2** Stress Management for Professionals (Part I).
- S3** The 56.1 Program (Part I).
- S4** Hiring and Using Consultants.
- S5** 1986 Federal Co-op Housing Program - Ongoing Administration.

**2:00 - 5:00 p.m. Workshops continue**

- S1** Crisis Assessment for Staff in Housing Co-operatives (Part II).
- S2** Stress Management for Professionals (Part II).
- S3** The 56.1 Program (Part II).
- S6** Replacement Reserve Planning.
- S7** Investment Fundamentals for Co-op Housing.

**6:00 - 7:00 p.m. Staff Development Conference Dinner**

**7:00 - 9:00 p.m. Staff Development Conference Plenary**



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## Thursday May 31

- 9:00 a.m.** See main AGM agenda for details on introductory and official opening of the 1990 CHF Annual General Meeting
- 2:00 - 5:00 p.m.** **Workshops continue**  
**S8** Legal Issues  
**S9** Building Maintenance Organization  
**S10** Computerizing the Co-op Office.  
**S11** Where to get help  
**S12** Dealing with Difficult People
- 6:30 p.m.** See main program
- 

## Friday June 1

- 9:00 - 11:15 a.m.** **Workshops continue**  
**S13** Project Management / Remedial Work Contracts  
**S14** Employment Standards in Housing Co-ops  
**S15** Staff Association: How to increase your participation!  
**S16** Administration and Property Management via Computer  
**S17** Deficiencies and Litigation
- 11:15 - 11:45 a.m** **Staff Development Conference Closing Plenary / Evaluation**
- 2:00 - 5:00 p.m.** **Member Education Forum Workshops** (Co-op staff can register for these - see main program)



## **WORKSHOPS** **DESCRIPTION**

### **S1 Crisis Assessment for Staff of Housing Co-operatives**

The purpose of this workshop is to enable co-op staff members to use their analytical concepts to assess the nature of a crisis in their housing co-operatives. The workshop leader will introduce a definition of crisis in housing co-operatives, and present an overview of a model for understanding the formation of groups in housing co-operatives and the evaluation of conflict among these groups. Workshop participants will then describe a particular crisis situation; describe the groups involved in the crisis; analyze the sources of power that the different groups are drawing upon in their conflict; and analyze the “pay-offs” that the groups receive from the conflict which makes resolution of the conflict difficult. Resource materials will be provided to workshop participants that they can take back to their co-operative with them. This workshop will be of particular interest to people who participated in the “Caught-in-the-middle” workshop held at last year’s AGM. The workshop leader is Mike Balkwill, a community development consultant from Mississauga, Ontario, with ten years experience in working with housing co-operatives and other non-profit organizations.

### **S2 Stress Management for Professionals**

You can’t remove stress from your life if you want to be happy and successful. You can learn to manage the stress you live with by managing your reaction to it. This workshop will help you to identify problem areas and cope more effectively with your stress. View stress as your ally - not your enemy! Learn ways to increase self esteem; create balance in your life; live with change; react to crisis with composure; and more.

Mostly lecture. No deep breathing exercises! Participants don’t have to be having problems with stress but should be interested in learning to cope effectively with it.

The workshop leader is Carol James, CHF Instructor and General Manager of Sarcee Meadows Co-op in Calgary, one of the largest co-ops in the country. Carol is a member of the Staff Development Sub-Committee and has over the years worked with co-ops in different regions in Canada delivering workshops and consulting with co-ops in difficulty.

### **S3 The 56.1 Program**

This two part workshop will provide participants with a solid background in most of the important features of the 56.1 co-op housing program. The emphasis will be on the practical applications of the program for co-op budgets and management practices.

#### **Part I: Overview of 56.1**

Most housing co-ops in Canada are funded under the CMHC 56.1 program. The staff of these housing co-ops need to have a good knowledge of this program since it



provides the foundation for understanding co-op budgeting and determining housing charges. The topics to be covered include:

- calculating changes in CMHC assistance
- projecting housing charges over time
- administering statutory reserves

#### **Part II:**

#### **Administering 56.1 subsidy**

Under the 56.1 co-op program, housing co-ops are responsible for administering a subsidy pool which increases over time. This half of the workshop will show staff how to manage their co-op's subsidy pool in the best interest of the co-op and its members, within guidelines established by CMHC.

Topics will include:

- subsidy policies and by-laws
- definition and verification of income
- calculating members' housing charges
- the CMHC 56.1 agreement, what it says and what it does not say
- annual reporting

The workshop leader is Karen Sexsmith, Financial Services Co-ordinator at the Ottawa Federation of Housing Co-operatives. Karen is a CHF instructor, has worked as a co-ordinator in a housing co-op in Ottawa and is working very closely with co-ordinators from the Ottawa area.

## **S4 Hiring and Using Consultants**

Co-ops turn to "experts" for help with a variety of issues -legal, accounting, building condition, maintenance planning, financial planning, computer set-up. This workshop will help you get the most for your money. It will provide information on when and how to hire consultants, how to evaluate fees and proposals and how to get the job done to your requirements.

This workshop will be presented by Marianne Moershel, a member of Woodsworth Co-operative in Toronto. Marianne is a consultant to co-ops, resource groups and CHF in areas related to government programs, management and financial planning.

## **S5 1986 Federal Co-operative Housing Program - Ongoing Administration**

This is an action packed 3 hour workshop, leaning toward information overload. The workshop will be an overview of the Program elements and how those elements have to be administered (excluding the Rent Supplement Program).

Specifically, the workshop will include a review of the following:

- the main elements and terminology of mortgage financing
- the effects of inflation on consumer purchasing power as this affects housing
- the main features of the 1986 Federal Housing Program
- the main elements and terminology of the Indexed Linked Mortgage



- how the Indexed Linked Mortgage affects annual operating budget
- long range impact of the program on the co-operatives' financial success
- rules of the program which have been agreed upon between the Co-op and CMHC in the operating agreement

The workshop leader is Pamela Iriye, currently working at the resource group Communitas Inc. as Development Co-ordinator and Financial Comptroller. Pamela is a CHF certified instructor and she has been delivering financial workshops for the local Federation.

## **S6 Replacement Reserve Planning**

Replacement reserve planning involves both policy decisions and number crunching. This workshop will focus on the policy decisions and methods for working with co-op members to improve understanding and implement changes. Other topics include "catching up" if reserves are too low and CMHC requirements.

This workshop will be presented by Marianne Moershel, a member of Woodsworth Co-operative in Toronto. Marianne is a consultant to co-ops, resource groups and CHF in areas related to government programs, management and financial planning.

## **S7 Investing for Housing Co-ops**

We'll start with an overview. This workshop will review fundamental investment objectives and evaluation criteria before categorizing the major investment vehicles in the framework created.

With that under our belts it will be time to talk nuts and bolts. What should be covered in the investment policy? Who should roll over the term deposits? Whose problem is it if the president wants some granola futures but the treasurer is a strict believer in savings accounts? Bring along a copy of your investment policy if you have one!

The workshop leader is Stuart Thomas. Thomas has been an instructor since 1981 and spent 5 years on the CHF Board, three of those as a member of the finance committee and treasurer. He is currently a trustee of the Federal Co-operative Housing Stabilization Fund.

## **S8 Legal Issues**

This workshop will examine the corporate, contractual and statutory obligations of Boards and individual directors, with a view to giving staff the necessary background to assist the Board in carrying out its legal responsibilities. Topics such as conflict of interest and directors' liabilities will also be reviewed in order to suggest how staff might provide advice to the Board in the proper conduct of co-op business.

Participants will discuss how familiarity with these issues, and with the associated legal documents, can contribute to the exercise of better judgement and clearer decision-making.

The workshop leader is Thom Armstrong, CHF instructor and Director of Corporate affairs for the Co-operative Housing Federation of Canada. Thom is an experienced instructor, who has a keen interest in legal issues and has developed valuable expertise in legal matters.



## S9 Building Maintenance Organization

This workshop will focus on the administrative and planning organization under which co-operatives carry out all aspects of maintaining their property and building(s). The presentation will include topics such as:

- maintenance standards and policy
- maintenance structure
- maintenance information management
- monitoring and evaluation
- use of technical studies

Participants in the workshop will gain a better understanding of their own co-ops maintenance organization and what's needed to get things done.

This workshop will be presented by Enerplan Consultants, Maintenance and Project Management specialists. Enerplan provides a wide variety of technical services to co-ops including Technical Audits, Comprehensive Maintenance Audits, Replacement Cost Studies, Maintenance Action Plans and Training workshops. The leader of this workshop will be Keith Bryant, Vice-President; and Russell Vaughan, Project Manager, Enerplan Consultants, Toronto.

## S10 Computerizing the Co-op Office

This workshop will introduce co-op staff to the benefits of computerizing the co-op office and will show them how to accomplish a successful installation.

This workshop will take the mystery out of computers by carefully outlining each step, from learning about and buying the equipment, to

choosing and implementing the right computer programs. The participant will gain the knowledge and confidence needed to guide his/her co-op toward a practical and productive computer solution.

The workshop is organized into 3 segments:

- an over-view of the computer system's components
- a discussion of the 4 major "off-the-shelf" software applications
- an exploration of the "Co-op Information Manager" program

This workshop is designed for the relatively uninitiated computer user or buyer.

The workshop leader is Jo-Anne Sleath from Windmill Software Inc., a computer firm based in Toronto. Her firm has developed the new "Co-op Information Manager" software that is currently used by Co-ops in Toronto. Jo-Anne Sleath has already provided training sessions to co-ordinators in the Toronto area.

## S11 Where to Get Help

In any given day, co-op Staff are asked to deal with a wide range of problems requiring specialized knowledge. There are many individuals and organizations that can support you and your co-op; knowing where to find the help you need is sometimes half the battle.

The purpose of this workshop is to support staff in identifying *when* to look for help, *where* to look for help and *how* to identify *who* can provide you with the information you need. The workshop will provide participants with an overview of the various external organizations that co-ops usually deal with such as CMHC, CHF, resource groups, fed-



erations and specialized consultants, and examine how these organizations are set up to meet co-op needs. This workshop will be of particular interest to staff who are new to the co-op housing sector.

The workshop leader is Linda Kearney, who is the Housing Manager of Woodsworth Housing Co-op, a 194 unit project located in the St. Lawrence Neighbourhood, Toronto, Ontario. She has been working in the co-op housing sector for six years and is currently a member of the Staff Development Sub-Committee and the Federations Coordinating Group, CHF.

## **S12 How to Deal with Difficult People**

Do you recognize any of these people in your life?

- Yellers
- Experts on everything
- Dictators
- Pessimists
- All talk, no action
- Complainers
- Backstabbers
- Passivists

Don't spend more time fuming over the effects of difficult people in your life. This workshop will help you to be less of a target for difficult people. Your new skills will help you reinforce positive behaviour in every one you work and live with, even people you wouldn't classify as difficult.

The workshop leader is Carol James, CHF Instructor and General Manager of Sarcee Meadows Co-op in Calgary, one of the largest co-ops in the country. Carol is a member of the Staff Development Sub-Committee and has over the years worked with

co-ops in different regions in Canada delivering workshops and consulting with co-ops in difficulty.

## **S13 Project Management: / Remedial Work Contracts**

Why are contractors called "contractors"? Co-ops are often faced with carrying out expensive repairs or remedial work to their properties with little more than verbal agreement between the Co-operative and the contractor. This workshop will focus on the use of various types of instruction contracts, tenders, specification, and consultants, by examining actual case studies. Participants in the workshop will gain a better understanding of how to obtain the best value for money spent when carrying out contracted remedial work.

This workshop will be presented by Enerplan Consultants, Maintenance and Project Management specialists. Enerplan provides a wide variety of technical services to co-ops including Technical Audits, Remedial Measures Plan, Project Management, Maintenance Action Plans and Training Workshops. The leaders for this workshop will be Keith Bryant, Vice-President and Russel Vaughan, Project Manager, Enerplan Consultants, Toronto.



## S14 Employment Standards in Housing Co-ops

The workshop will examine the role of the staff and the co-op as Employee/Employer: How do we clarify and define our rights and responsibilities? Staff across the country participate in various management models, however the need to clearly outline our expectations is universal.

The workshop will outline the basic rights and responsibilities that the co-operative has as an employer, refer to the governing legislation that impacts upon you as an employee, and examine a number of model contracts and employment agreements. Workshop participants will have the opportunity to review the negotiation process, discuss the pros and cons of developing a contract for your position, and review the four employment essentials; salary and benefits, hours and working conditions, job descriptions and evaluations, and grievances procedures.

This workshop will be of interest both to staff who are interested in exploring the process of developing a model contract, and those who would like to examine new models of employment standards and contracts.

## S15 Staff Associations

How to increase your participation! All across Canada, the staff of Co-op Housing has over the years felt the need to be part of the co-op housing sector. Different structures and/or mechanism have been put in place to reach the staff. One formal association has been created in Toronto named Co-Action, as well as

a number of networks in different regions.

Through a panel discussion, bringing together participants from across the country, we will develop an overview of which kind of associations exist now, how they function, and what their goals and objectives are. Participants will also look at what role staff associations play or should play in the co-op housing sector in Canada.

The facilitator of the panel discussion is Anne Lauzon, co-ordinator at the Nova Co-operative, Chatham, Ontario. Anne is also a member of the Staff Development Subcommittee.

## S16 Administration and Property Management via Computer

This workshop will introduce co-op staff to a unique and comprehensive software solution developed specifically to meet the information needs of co-operative housing projects.

This workshop provides answers to many of the issues affecting co-ops across the country regardless of the size, type of housing offered or the age of the project.

**The Co-operative Homes Information Manager** software provides an easy-to-follow management structure to handle your co-ops vast information needs.

Some of the concerns addressed include:

- maintaining continuity of management and ensuring a solid "corporate memory" despite staff changes
- methods of saving time and controlling costs



- improving services to members
- the means by which you can ensure the timely and effective execution of property and unit maintenance

**The Co-operative Homes Information Manager** equips your co-op with the best knowledge and advice of seasoned professionals in the field, from co-ordinators, CHFT, resource groups and others who have been consulted in the software design to determine what information is essential and to suggest the most effective ways of using it.

The workshop leader is Jo-Anne Sleath from Windmill Software Inc., a computer firm based in Toronto. Her firm has developed the new "Co-op Information Manager" software that is currently used by co-ops in Toronto. Jo-Anne Sleath has already provided training sessions to co-ordinators in the Toronto area.

## S17 Deficiencies and Litigation

The deficiencies and litigation workshop uses case studies involving three Toronto co-ops to illustrate how deficiencies occur and to suggest ways in which co-ops may be able to minimize the impact of deficiencies and to cope with them. One co-op is examined for the ways in which positive things were done during construction to reduce the likelihood of deficiencies and for ways in which more things could have been done to further reduce them.

Another is examined for its history of organizational difficulties in dealing with its very extensive deficiencies. A third co-op illustrates a history in which the co-op coped with its extensive deficiencies enough to gain control of them and went from

there to carefully preparing a lawsuit against the builder. The workshop concludes with a discussion on the Technical Audit as a tool in dealing with deficiencies.

The workshop leader is Peter Becker, who has worked in the sector for over seven years, at the Hugh Garner Co-op, the Windmill Line Co-op, the Oak Street Co-op and currently at the Charles Hastings Co-op, all of Toronto. He has prepared and presented workshops on property inspections for the Co-operative Housing Federation of Toronto and on preventative maintenance for the Co-operative Housing Federation of Canada. Though he does not currently live in a co-op, he was a member of Chadwick Towers Co-op for 8 years.